



# COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County  
Board of Supervisors

Yvonne Burke, Chair  
Gloria Molina  
Zev Yaroslavsky  
Don Knabe  
Michael D. Antonovich

2007

## PUBLIC MEMBERS

### First District

Vacant  
Vacant

### Second District

Paula G. Leftwich  
John O. Murrell

### Third District

Lucy T. Eisenberg, Esq., Chair  
Janice Kamenir-Reznik

### Fourth District

Jean F. Cohen  
Maria C. Tortorelli, Esq.

### Fifth District

Reginald Brass  
Susan Speir, Vice Chair

## GOVERNMENT MEMBERS

### Chief Information Office

Gene A. Franklin, Sr.

### Department of

Children and Family Services  
Susan Jakubowski

### Department of

Public Social Services  
Sylvia Valencia

### Child Support Services

Department  
Steven J. Golightly

### Los Angeles Superior Court

David Jetton

## EX OFFICIO MEMBERS

### California Department of

Child Support Services  
Mary Lawrence

### Franchise Tax Board

Debbie Strong

## CHILD SUPPORT ADVISORY BOARD MINUTES DECEMBER 13, 2007

### Present

2<sup>nd</sup> District, John Murrell  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.,  
Chair  
4<sup>th</sup> District, Jean Cohen  
4<sup>th</sup> District, Maria Tortorelli, Esq  
5<sup>th</sup> District, Susan Speir, Vice Chair  
5<sup>th</sup> District, Reginald Brass  
Steven Golightly, CSSD  
Susan Jakubowski, DCFS  
Gene A. Franklin Sr., CIO  
David Jetton, Superior Court

### Guests

Jennifer Coultas, Special Assistant, CSSD  
Lisa Garrett, CSSD  
Lori Cruz, Deputy Director, CSSD  
Gail Juiliano, Chief, QAPI, CSSD  
Parjack Ghaderi, County Counsel  
Sylvia Valencia, DPSS  
Lawrence Hill, SEIU 721

### Staff

Janice Davis, Executive Office, BOS  
Twila Peoples, Executive Office, BOS

### Absent

2<sup>nd</sup> District, Paula Leftwich  
3<sup>rd</sup> District, Janice Kamenir-Reznik  
Mary Lawrence, DCSS  
Fran Wong, DPSS

## CALL TO ORDER

Chair Eisenberg called the meeting to order at 9:35 a.m. in room 372, Kenneth Hahn Hall of Administration.

Jean Cohen joined the meeting at 9:40 a.m.

## APPROVE MINUTES OF OCTOBER 25, 2007

On motion of Member Cohen, seconded by Member Tortorelli and unanimously carried, the minutes of October 25, 2007 were approved, with the following changes:

- On page 1, under Guests, Jennifer Coultas' name should be changed from "Assistant Deputy Director" to "Special Assistant to the Director"...

Reginald Brass joined the meeting at 9:55 a.m.

**DIRECTOR'S REPORT, TO INCLUDE: COLLABORATION WITH THE IV-D COMMISSIONERS; REVIEW OF THE 1058 CONFERENCE; PERFORMANCE REVIEW UPDATE; CRIMINAL PROSECUTION DIVISION; AND DEFAULT REDUCTION**

Steven Golightly, Director, CSSD, reported:

- The IV-D Commissioners attended the 1058 Conference. This is a training conference held annually for the past 10 years and it is attended by Commissioners, Board members, and Court Clerks.
- Mr. Golightly attended the 1058 Conference with the four (4) Child Support Commissioners. This was the first time CSSD has been invited to the 1058 Conference.
- Commissioner Talbert would like to meet regularly with the Los Angeles CCSD Director to discuss child support issues.
- The State Regional Administrators (i.e., Mary Lawrence, etc.) attended the Performance Review Conference.
- David Maxwell-Jolly is the new Director of DCSS, replacing Greta Wallace.
- CSSD decreased its budget for District Attorney Investigators (DAI's) after a workforce reduction in FFY 2002-03. The budget for DAIs was \$2.5 million. Subsequently, warrants were processed but there were no arrests made because the funding wasn't available to retain the DAIs.
- Supervisor Knabe helped to provide funding for the DAI's. Los Angeles County gave funding of \$500,000 and with the Federal Government match, a total of \$1.4 million will be available for the Criminal Arrest Warrant Project. CSSD currently has four (4) DAI's working on this project. Two (2) more DAIs will be starting in January 2008.
- CSSD has collected \$5,000 and made seven (7) arrests in the last week because of the additional DAI's.
- The goals of the CPD will be presented at the next meeting.
- Default Reductions were discussed at the Best Practices Seminar. If a Non-Custodial Parent (NCP) does not respond to a Summons or Complaint, then a 3-stage correspondence process is initiated:
  1. An Appointment Card is sent in the form of a postcard.
  2. A Reminder Card is sent in the form of a postcard.

3. If the first two cards are not responded to, then a formal letter will be mailed to the NCP on District Attorney letterhead.
- A pilot project is being conducted in San Diego which subpoenas cell phone records and requires cell phone providers to turn over the cell phone numbers of NCPs. San Diego County submitted a subpoena last summer for their NCPs. L.A. hopes to begin the project after approval is received from DCSS.
  - The Cell Phone Project was a success in Virginia; there was a 68% hit rate. After the numbers of the NCPs were collected, automated phone calls and text messages were sent to the cell phones of the NCPs. Prior to cell phone information, the only source of tracking down NCPs was by using utility bills.

**DCSS' REPORT TO INCLUDE: TARGET DATES REGARDING WORKING WITH GOVERNMENT EMPLOYERS; WAVE 4 IMPLEMENTATION; DATE WHEN NEW REGULATIONS ON WELFARE REFERRAL DATE GO INTO EFFECT**

No DCSS Representative was in attendance.

**REVIEW AND DISCUSS PERFORMANCE MEASURES**

Chair Eisenberg asked why there was a lower number of collections for the months of November and December, 2007. Ms. Garrett said other counties saw a decrease in their November collections also. There are fewer collection days in the month of November.

**YEAR END REPORT ON PIP – GAIL JUILIANO**

Gail Juiliano, Chief, QAPI, CSSD, reported:

- The CSSD has been working on Case Clean Up, which includes eliminating any duplicate case with other California counties. The process is very time and labor intensive.
- Last year the CSSD's emphasis was on current support and to a lesser degree, modifications.
- CSSD has been working on Wage Assignment Collections.
- ACCURANT is the locate software being used to find the residence or employers for NCPs.
- It takes collection on 2,500 arrears cases to reach 1% statistically.
- Arrears with prejudice means an amount has been set for payment in court. Arrears without prejudice means the amount is variable, it could be set at a higher or lower rate, depending on the judgment of the court.

**FOLLOW UP ON ISSUES ADDRESSED IN THE DCSS BEST PRACTICES  
CONFERENCE – LISA GARRETT**

Lisa Garrett, Chief Deputy Director, CSSD, reported:

- The local child support directors attended the Best Practices Conference on October 25, 2007, organized by DCSS. CSSD will implement some of the practices unveiled at the conference.
- One practice involved working with the risk management units of the counties to recover child support arrears from settlements paid in cases filed against the county. CSSD has an attorney working on this initiative with the Risk Management Office of the County. Currently, the process is manual, but a database will be created to track all outstanding cases against the County.

**STATUS OF MOU WITH DISTRICT ATTORNEY AND GOALS SET FOR  
CRIMINAL COLLECTIONS AND SERVICE OF WARRANTS – LISA GARRETT**

Mr. Golightly reported on this topic during his Director's report.

**FOLLOW UP ON ACTION ITEMS FROM BLUE RIBBON SUMMIT– GAIL  
JUILIANO/LISA GARRETT**

Gail Juiliano, Chief, QAPI, CSSD, reported:

- At the Blue Ribbon Summit Meeting, DCFS, DPSS, and CSSD discussed how to combine resources and serve the public better.
- Out of the Blue Ribbon Summit, four (4) plans were agreed upon:
  1. Share access to the database server.
  2. CSSD will help DCFS gain access to the Statewide System.
  3. Ongoing Joint Meetings with Departments for cross-training on policy and procedures in all Departments.
  4. Co-location of staff at facilities.

**IMPLEMENTING RESULTS OF NEW YORK MEETING REGARDING BEST  
PRACTICES- LISA GARRETT**

Lisa Garrett, Chief Deputy Director, CSSD, reported:

- New York has a similar caseload to Los Angeles. They have a caseload of 418,000; however, Los Angeles County is double the geographic size with the same workforce.
- New York has collected \$618 million compared to the \$494 million collected by Los Angeles.

- New York places an emphasis on Non-Welfare Cases instead of Welfare Cases. Non-welfare parents are required to obtain their own modifications of support and determinations of arrears. The NY agency enforces the orders once obtained. The majority of NY's collections are from the non-welfare cases.
- New York has one public contact office for persons with orders. Los Angeles has seven. Its public contact office uses a system called "quick fix" to reduce the waiting time for persons with simple matters. A modified form of this practice will be implemented in CSSD.

**DECISION REGARDING FREQUENCY OF MEETINGS FOR 2008 – Parjack Ghaderi, County Counsel**

Ms. Parjak Ghaderi, County Counsel, reported:

- The Child Support Advisory Board has no By-laws.
- CSAB needs to draft a Board Letter to the Board of Supervisors requesting approval to hold bi-monthly meetings in 2008. The letter should mention a "delegated authority" in order to meet approval.

**DECISION REGARDING WHEN PUBLIC COMMENT SHOULD BE SCHEDULED**

There was a discussion as to whether Public Comment should be placed at a fixed time, such as 10 a.m., or if it should be immediately following the Director's Report. After discussion by Board Members it was agreed that Public Comment will follow the Director's Report.

**On motion of Vice Chair Speir, seconded by Member Tortorelli and unanimously carried, Public Comment should follow the Director's Report.**

**MATTERS NOT POSTED ON THE AGENDA (to be presented and placed on a future Agenda)**

Chair Eisenberg requested that Member Reginald Brass draft a letter to the State of California proposing a revised Statement of Paternity.

**PUBLIC COMMENT**

There was none.

**ADJOURNMENT**

Chair Eisenberg declared the meeting adjourned at 11:44 a.m.